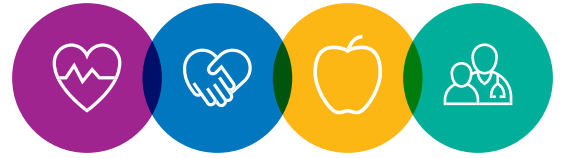


Health Coach



TIPS FOR A HEALTHIER LIFE

Diabetes tests checklist

There are certain tests and exams that children living with diabetes should have done at least yearly, to avoid any complications.

Bring this list with you to your child's next doctor's visit to see if you are due for any of the following. Talk to your child's doctor about the results so you can understand what they mean.

- ✓ **Retinal eye exam:** Get a retinal exam by an eye doctor every year to check for signs of diabetic retinopathy. Have this exam even if your child's medical doctor has examined your eyes, and even if your vision seems fine.
- ✓ **Hemoglobin A1c (HbA1c):** Your child should have this test every 6-12 months to show their average blood sugar level over the previous two-to-three months. A result of less than 7% can reduce the risk of complications such as kidney damage, blindness, nerve damage, and circulation problems.
- ✓ **Urine protein:** This test checks for early signs of kidney problems which can be treated and can help prevent future problems.
- ✓ **LDL level:** Sometimes called "bad" cholesterol, it can lead to blocked arteries, which can lead to a heart attack.
- ✓ **Complete foot exam:** Children living with diabetes are prone to poor circulation, nerve damage, foot ulcers, and infections, which can lead to serious foot problems.
- ✓ **eGFR:** This is a blood test that checks for early signs of kidney problems which can be treated and can help prevent future problems.



Member rewards for diabetes screenings.

Dell Children's Health Plan members get a one-time \$40 reward for getting a diabetes screening: HbA1c blood sugar test.

See your member handbook for details. Restrictions may apply.

Our Service Coordination team can help you find a provider for your child or get the testing they need. Call the Service Coordination team at **512-324-3015 (TTY 7-1-1, toll-free 1-844-964-3015 (TTY 7-1-1))** or email at dchp-cm@ascension.org.

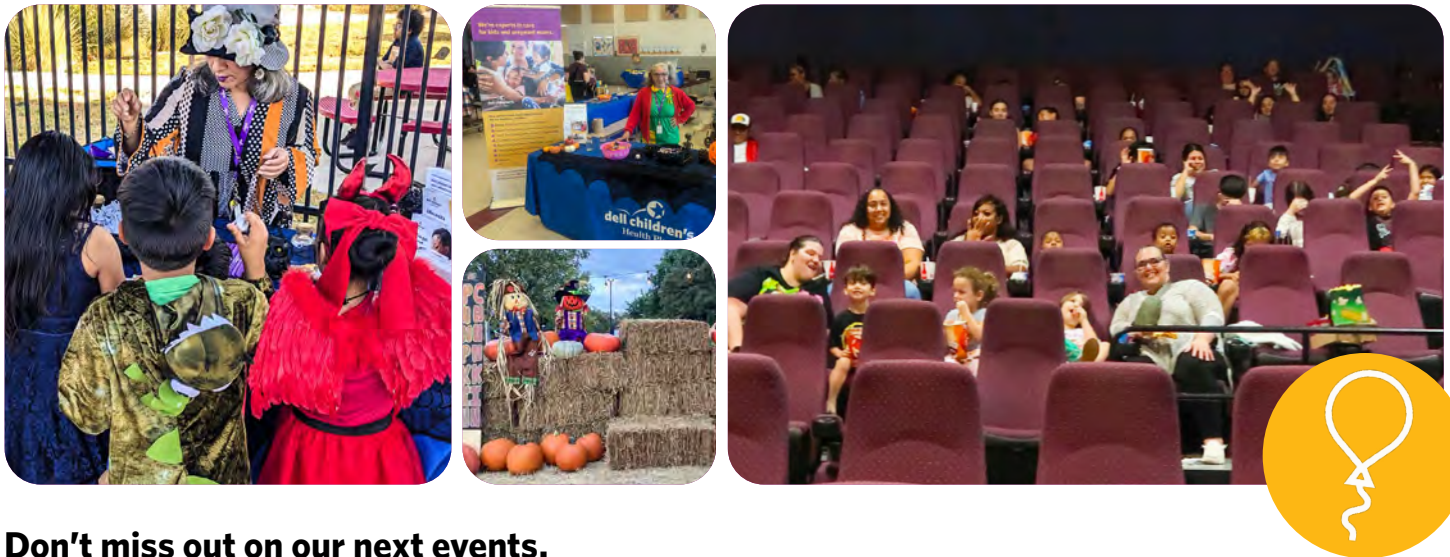
Check out the Notice of Privacy Practices online

This document tells you how and when we use or share your health information. You can find the Dell Children's Health Plan Privacy Practices online at bit.ly/DCHP-HipaaEN or in your member handbook. If you need a copy of your member handbook or if you have questions about how we use your health information, please call **Member Services at 1-855-921-6284 (TTY 7-1-1)**.

This Fall's featured member events

From creative costumes to a movie night, Dell Children's Health Plan brought joy and excitement across central Texas this fall.

Festivities included celebrations with the city of Luling for their 150th anniversary, a private screening of Transformers One, and countless spooktacular Halloween events with incredible costumes, pumpkin decorations, and entertainment for everyone. Dell Children's Health Plan treasures all the opportunities to share information and goodies with the community!



Don't miss out on our next events.

Look for more chances like these in your email, [Facebook](#) and our website [DellChildrensHealthPlan.com](#).

If you need more information, please contact us at **512-324-DCHP (3247)** or email us at DCHPCommunityOutreach@ascension.org. And make sure your email address, phone number and address are up to date!

What to do when your child is sick

It's cold and flu season, and it can be hard to know what to do when your child gets sick. Often, colds and the flu can be treated at home. Here's what to do when your child is sick:

- ✔ **Call the doctor.** Even if the doctor's office is closed, someone will call you back to tell you what to do.
- ✔ **Call the 24-hour Nurse HelpLine at 1-855-712-6700 (TTY 7-1-1).** You can talk to a nurse for advice or help finding care anytime.
- ✔ **Go to an urgent care or after-hours clinic.** You can find one near you at bit.ly/3SbWSBp.
- ✔ **The emergency room is for emergencies only.** You should only go to the emergency room if you are told to or if you are having a medical emergency.



Stay protected against the flu during the holiday season.

Dell Children's Health Plan members 3 years and older can earn a \$25 reward for getting a flu shot. See your member handbook for details. Restrictions may apply.

Home for the holidays: Ways to make sure your autistic child enjoys their break

Holidays can be challenging for children with autism. Time away from school, disruptions in schedule, celebrations and time spent with many people can be overwhelming, says Martha C., a member of the Autism Response Team and mom of an autistic son.

Here she shares her tips for helping her son adjust to the change in routine, enjoy the decorations, make the most out of holiday gatherings, and prepare him for present time.

- ✔ Keep as much structure in your child's life as you can.
- ✔ Allow time for breaks. If your child will be spending time at activities away from home, schedule some quiet time during the day.
- ✔ Be flexible. Your child may decide at the last minute that they'd rather stay home instead of going out for an activity.
- ✔ Look for local activities or programs during the time off from school.
- ✔ If your child attends school virtually, you may want to keep up with some online learning activities so the transition back to school after the New Year will be easier.

Source: autismspeaks.org/blog/home-holidays-ways-make-sure-your-autistic-child-enjoys-their-break



GoManda app helps children with autism develop vocabulary skills

Dell Children's Health Plan has partnered with GoManda to offer their GoManda app to members ages 2 to 8 with autism or speech delay, to help them build vocabulary comprehension skills.

For more information, call **Service Coordination at 512-324-3015 (TTY 7-1-1)** toll-free **1-844-964-3015 (TTY 7-1-1)** or email qualitymanagement@ascension.org.

A referral is required. See your member handbook for details.
Restrictions and limitations apply.

Do you know your member rights and responsibilities?

You can find your member rights and responsibilities in your member handbook at bit.ly/DCHP-HandbooksEN. If you need a copy of your member handbook or if you have questions about how your health plan works, please call **Member Services at 1-855-921-6284 (TTY 7-1-1)**.



What is Disease Management?

Disease Management is an important part of our service coordination programs.

The goal of disease management is to ensure our members fully understand their condition. With the help of disease management, members are able to manage their conditions and prevent avoidable trips to the emergency room or the hospital. Disease management also helps members to develop an action plan. An action plan includes steps to take if symptoms suddenly become worse.

The service coordination team also helps members with chronic conditions like asthma, diabetes, or heart problems. A service coordinator works with members to prevent longer term complications, so that you and your children can maintain good health for a long time to come.

Have a plan for sick days if you have a chronic condition like asthma or diabetes. Your doctor or Service Coordinator can help you make a sick day plan for you or your child. Disease Management is available at no cost to members who have chronic conditions.

If you would like to connect to our programs, please call us at **512-324-3015 (TTY 7-1-1)**, toll-free **1-844-964-3015 (TTY 7-1-1)** or by email at dchp-cm@ascension.org.

Member Advocates are here to help you!

Member Advocates can help you with problems you may have getting health care services, problems or if you have a complaint. Just call **1-855-921-6284 (TTY 7-1-1)** and ask to talk to a Member Advocate.



Follow us on [facebook.com/DellChildrensHealthPlan](https://www.facebook.com/DellChildrensHealthPlan). For a current list of events visit us online at [DellChildrensHealthPlan.com](https://www.DellChildrensHealthPlan.com).

For more information email us at
dchp-CM@ascension.org

